



## Deputy Operations Manager | Job Description

As the Deputy Operations Manager, you will be at the heart of our operations, working closely with the Operations Manager to ensure our arts centre and cinema operation runs smoothly every day. You will play a crucial role in shaping the visitor experience while leading our Front of House department to deliver exceptional customer service across our busy programme of events both in-house at Mwldan and across our studios and workspaces, and as required to deliver our external events and our annual Other Voices Cardigan festival.

The Deputy Operations Manager works under the direction of the Operations Manager (OM), supporting them on a day-to-day basis and overseeing the department in their absence. The Deputy Operations Manager will be responsible for managing all aspects of the Front of House department, staff, sales and operations to provide the highest quality of customer service, in a manner which is always calm, professional, friendly and reassuring.

### About the Role and Responsibilities:

#### Operational responsibilities

- To support the OM in taking day-to-day responsibility for standard operating and safe working procedures, ensuring the **safety and welfare** of all users of the building.
- **Monitor and maintain facilities**, ensuring a safe, welcoming, and well-maintained environment for visitors and staff across all areas of the Mwldan group.
- Take control of and **supervise the venue**, its events, and all staff and volunteers at all times when on duty, and in the absence of the appropriate manager (i.e. outside normal office hours).

- **Ensure security of the venue** at all times when on duty and supervise and implement venue security systems and measures.
- To support the OM in exercising the highest values of quality and consistency across all external and **internal communications** of the company, motivating and inspiring the front-of-house team, and driving excellent standards of customer care.
- To act as the main point of contact for **room hire enquiries** and to work alongside the accounts department and services team to ensure smooth and efficient delivery.
- To support the OM in the **recruitment and induction of new staff and volunteers** and arrange any ongoing training as required (including staff reviews and subsequent actions).
- To ensure all **FOH Staff are up-to-date and compliant with company policies** and follow the procedures stated in the company handbook.
- To respond to business needs by **Duty Managing** screenings/events (including projectionist duties) on a rota basis, and key holding whilst the building is open for venue hires/activities. Duties to be performed as per those set out within the Duty Manager task list or as directed by the Operations Manager.
- Ensure compliance with all relevant regulation and licensing requirements and Mwldan's **Health & Safety Policy** and supporting documents at all times when on duty. To recognise and accept responsibility under these documents to the general public, visiting companies and artists, members of staff and volunteers.
- To support the Operations Manager regarding the **delivery of our programme** of events, both in-house, and externally at Cardigan Castle and the Other Voices Festival.
- Assist with the **advancing for programmed events**, arranging accommodation and hospitality where necessary.

#### **Financial and administrative responsibilities:**

- Support the Operations Manager in the **planning and strategic development** of initiatives to improve our offering.

- Support the OM in **budget management, rota planning**, and ensuring adherence to **financial guidelines** to enhance efficiency and effectiveness.
- **Assist with the bar** including ordering, stock taking, cleaning, maintenance and licensing compliance. Have a positive and exciting approach to our bar offering and ethos in line with our brand values.
- Support the OM in strategic planning, venue liaison and **delivery of the Other Voices Cardigan Festival**
- **Assist with general enquiries** from members of the public, hirers, affiliated society officers, performers, contractors, suppliers and potential customers (in liaison with other staff team members) in such a manner as to ensure the efficient and profitable running of the theatre.
- **Assist with administrative tasks and duties**, including show reports, PRS, cinema returns, rota management, Yesplan management (the company admin system) and any other duties that may be required.
- Have a **good operational understanding of Ticketsolve**, our online booking system, so as to assist with box office sales, system housekeeping, event set up and the preparation of reports.
- Responding to **customer enquiries, feedback or complaints** in a professional and timely manner, ensuring compliance with the Complaints Procedure by recording, monitoring and reporting as directed by the OM.
- To operate within **GDPR** best practice guidance at all times.
- Take responsibility for ensuring **daily banking** is reconciled correctly. Occasional responsibility for weekly banking as required. **Keep full and accurate records of all financial transactions** and make every effort to ensure that all monies are kept secure at all times within the venue's established system.

#### **Brand Management responsibilities:**

- Work with marketing to promote events, engage the community, and align all communications with **company branding and our brand values**.

#### **Person Spec**

**What you bring to the role:**

- The ability to speak Welsh is essential for this role.
- A passion for the arts and a commitment to outstanding customer service and community engagement
- Excellent communication and interpersonal skills, with the ability to motivate and inspire others.
- Strong leadership and team management skills, ideally with experience in volunteer liaison and coordination.
- Proven experience in operations or hospitality management, ideally within a cultural or artistic environment.
- A proactive and adaptable approach, ready to tackle challenges head-on with a positive attitude.
- Have knowledge of health and safety regulations relevant to public venues.
- Have the ability to work flexible hours, including evenings and weekends as needed.

**Other**

To undertake appropriate training and attend staff meetings as required.

To undertake all such other tasks as may be necessary, from time to time, to ensure the efficient and profitable running of the business.

To maximise income and minimise expenditure in all areas of responsibility without loss of quality.

At all times to carry out responsibilities with regard to the company's various Policies and Plans, including, but not exclusively limited to, Business and Marketing Plans, Staff Handbook, Equal Opportunities Policy, Health and Safety Policy and Child Protection Policy.

At all times to display the highest standards of professionalism and excellence with regard to all aspects of the job requirements and the company's operations, and the highest standards of competency.

To accept the delegated responsibility and authority to deal with any emergency in the absence of the relevant manager.

**Reviewed January 2025**